

STUDENT ACCOUNT PURGE EXCEPTION REQUEST FORM

What is a Student Account Purge Exception Request?

An admitted SOU student who is not enrolled for the current term may request to retain their network, email and Blackboard accounts to finish academic-related work such as an incomplete class.

How will this affect my account name and password?

If the current term's account purge has not yet happened, your account name and password will remain the same. If your account has already been purged, your account name will remain the same but your password will be reset to your Birthdate in MMDDYY format.

What will happen if my account has already been purged?

Please allow up to one week to have your account created. If files, emails or Blackboard courses were deleted, the Information Technology department will attempt to restore them from tape backup at your request. A tape backup restore may not be possible if too much time has elapsed since the files were deleted.

How do I submit my request?

Complete the form then submit the completed form by any of the following methods:

- Deliver a printed copy of the completed form to the Student Help Desk in the Main Computer Lab. Blank copies of this form are available in the Main Computer Lab.
- Fax a printed copy of the completed form to 541-552-6210, Attention: Student Help Desk.
- Send the completed Microsoft Word document as an Email attachment to StudentHelpDesk@sou.edu.


To verify your identity and to prevent unauthorized access to your account we require you show your student ID or some other form of photo ID. When submitting this form by fax, include a photocopy of your ID. When submitting this form by email, attach a scanned image of your ID.

We must have approval from an Advisor or Instructor to process your request. If getting an Advisor or Instructor signature is inconvenient we will accept an email from the Advisor or Instructor. Have them send the email to StudentHelpDesk@sou.edu. The email message needs to include your name and a confirmation you are being offered an extension to complete academic work.

If you have any questions or difficulties contact the Student Help Desk by coming to the Main Lab, by phone 541-552-6969 or by email StudentHelpDesk@sou.edu.

How do I complete the Microsoft Word document electronically?

This document contains fields that can be electronically filled. Because of Microsoft Word security features you must exit Design Mode before you can complete the form. The table below shows the appearance of the Design Mode button in its on and off state. Fill in all the information and save the document. Then print or email the document depending on how you plan to submit the form.

Design Mode ON: 	Design Mode OFF: 
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STUDENT ACCOUNT PURGE EXCEPTION REQUEST FORM

First Name: **Initial:**

Last Name:

Address:

City: **State:** **ZIP:**

Phone: **Student ID:**

Birthdate: **Network Account:**
(MM/DD/YYYY)

Email:
(Alternate email address where we may contact you)

Last term you were registered for:

Term for which you want the account to remain active (one term only):

By signing below, I confirm I understand the terms of the account purge exception explained in this document. When submitting this document by email type your name in the space provided.

Signature: **Date:**
(Student)

By signing below, I confirm the above mentioned student needs computer access for the term specified to finish academic work for which I have allowed an extension. When submitting this document by email type your Advisor or Instructor name in the space provided.

Signature: **Date:**
(Advisor or Instructor)

FOR OFFICE USE ONLY

PIDM: **ID:** **UNAME:**

EXP: **CRT:**